

**BUSINESS PROCESS OUTSOURCING FOR  
KUBANG PASU LAND OFFICE**

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**UNIVERSITI UTARA MALAYSIA (2004)**

# **BUSINESS PROCESS OUTSOURCING FOR KUBANG PASU LAND OFFICE**

**A Thesis submitted to the Faculty of Information Technology in partial  
fulfillment of the requirement for the degree Master of Science  
(Information Technology), Universiti Utara Malaysia**

**by**

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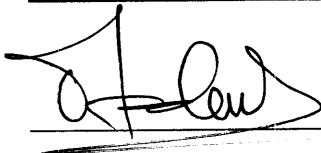
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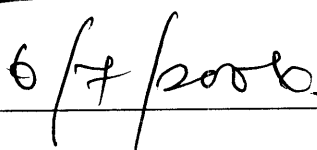
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## **ABSTRAK**

Kebanyakan organisasi hari ini memilih untuk outsourcing beberapa proses back-office melalui aplikasi Teknologi Maklumat (IT). Senario ini lantaran daripada beberapa sebab iaitu pengurangan kos, menjimatkan masa, kekurangan tenaga pakar dalaman dan pengurangan risiko. Bagaimanapun, pengadaptasian ini adalah baru bagi beberapa organisasi. Hanya ada beberapa organisasi yang mempunyai kaedah formal sendiri untuk membuat keputusan dalam proses outsourcing.

Di Malaysia, kebanyakan organisasi kerajaan sedang meningkatkan mutu perkhidmatan dan urusan melalui IT outsourcing untuk menyahut seruan kerajaan ke arah e-Kerajaan. Lagipun outsourcing adalah satu proses yang dinamik iaitu keputusan dan tindakan berkaitan boleh disesuaikan dengan arus perubahan strategik organisasi.

Kajian ini dilakukan untuk mengungkapkan kesulitan yang dihadapi oleh setiap unit di Pejabat Tanah, Kubang Pasu lantaran terdapat 5000 fail tertunggak. Dalam masa yang sama, kajian ini juga akan mengenalpasti beberapa proses back-office yang berpotensi untuk aplikasi outsourcing bagi membekalkan perkhidmatan yang berkesan dan cekap kepada rakyat.

## **ABSTRACT**

Many organizations are increasingly outsourcing their back-office operations through IT applications. This scenario due to number of reasons leading by the cost reduction, shortened time-to-time, lack of internal expertise and risk reduction. However, the adoptions of back-office model are still new for many organizations. Only a few organizations have formal approach to make back-office outsourcing decision.

In Malaysia context, many governmental organizations nowadays are moving towards e-government to improve their services and business through IT outsourcing. Outsourcing is a dynamic process in the sense that the related decisions and actions must continuously to changes in the strategic direction of the organization.

This work reveals on the problem facing by each units at Kubang Pasu Land Office due to the five thousand backlog files. At the meantime, this work is also determining the potential back-office process that can be outsourcing in order to give effective and efficient services to citizen.

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## TABLE OF CONTENTS

	Page
PERMISSION TO USE	I
ABSTRAK	II
ABSTRACT	III
ACKNOWLEDGEMENTS	IV
TABLE OF CONTENTS	V
LIST OF FIGURES	IX
<b>CHAPTER 1: INTRODUCTION</b>	<b>1</b>
1.1 Problem Statements	3
1.2 Project's Objectives	3
1.3 Scope	3
1.4 Significance of the Study	4
1.5 Report Structure	4
<b>CHAPTER 2: LITERATURE REVIEW</b>	<b>6</b>
2.1 Process	6
2.2 Business Process	7
2.3 Outsourcing phenomenon	8
2.4 Outsourcing	9
2.5 Business Process Outsourcing	11
2.6 E-Government	12
2.7 Developing Country	13
2.8 Public Sector	14
2.9 Conclusion	14



<b>CHAPTER 3: RESEARCH METHODOLOGY</b>	<b>16</b>
3.1 Introduction	16
3.2 Phase 1: Developing a Process Vision and Determining Process Objectives	17
3.3 Phase 2: Defining the Processes	18
3.4 Phase 3: Understanding and Measuring the Existing Processes	19
3.5 Phase 4: Propose the Suitable Solution	19
3.6 Phase 5: Documentation	20
3.7 Conclusion	20
 <b>CHAPTER 4: FINDINGS AND DISCUSSIONS</b>	 <b>21</b>
4.1 Introduction	21
4.2 Current Status	21
4.3 Organisation Structure	22
4.4 Function for Each Unit	25
4.4.1 Development Unit	25
4.4.2 Record Unit	26
4.4.3 Enforcement Stone Substances Unit	26
4.4.4 Expiry Unit (K)	27
4.4.5 Change Fraction Type (A)	28
4.4.6 Intake/Stone Substance (L&N)	29
4.4.7 Administration & Financial (F&J)	30
4.4.8 Revenue/Computer (E)	31
4.4.9 Manage Business (C)	33
4.4.10 Ownership Registration (B)	33
4.4.11 Property (P)	35
4.4.12 Auction (Q)	36
4.5 Identified Problem	36
4.5.1 By each unit	37

4.5.1.1	Expiry Unit (K)	37
4.5.1.2	Change Fraction Type (A)	39
4.5.1.3	Record Unit	40
4.5.1.4	Revenue Unit (E)	41
4.5.1.5	Enforcement Stone Substances	41
4.5.1.6	Intake/Stone Substance (L&N)	41
4.5.1.7	Administration & Financial (F&J)	41
4.5.1.8	Manage Business (C)	41
4.5.1.9	Ownership Registration (B)	42
4.5.1.10	Property (P)	42
4.5.1.11	Auction (Q)	42
4.5.2	Building	42
4.5.3	Human Resource Aspect	43
4.5.4	Appliances	43
4.6	Suggestion	44
4.6.1	Information Technology Aspect	44
4.6.1.1	Internet/Intranet	44
4.6.1.2	Filing Management System	45
4.6.1.3	File Tracing System	49
4.6.1.4	Geographic Information System	50
4.6.2	Human Resource Aspect	53
4.6.2.1	Employ more staff	53
4.6.2.2	Appoint private surveyor	53
4.6.3	Equipment	54
4.6.3.1	Get more measurement appliances	54
4.6.3.2	Using digital camera	54
4.6.3.3	Add more computers	54

4.7	Conclusion	55
<b>CHAPTER 5: CONCLUSIONS</b>		56
5.1	Introduction	56
5.2	Problems and Limitation	56
5.3	Recommendations for Future Project	57
5.4	Conclusion	57
REFERENCES		58
APPENDICES		60

## **LIST OF FIGURES**

Figure 3.1	Method used to meet the research objectives	17
Figure 4.1	Kubang Pasu Land Office Organisation Chart	24
Figure 4.2	Filing Management System Model	48
Figure 4.3	GIS Model	52

## **CHAPTER 1**

# **INTRODUCTION**

In a highly competitive world, organizations should aim for efficiency and increase their productivity services. One of the effective approaches is through using new information technologies (IT) and tools. However, according to Holohan (2000), the development and maintenance of these new technological infrastructures are both costly and time-consuming. Organization has to expand their technological infrastructure due to low supply in the IT labor market. The sudden popularity on enterprise resource planning (ERP) and e-commerce technologies in the last few years becomes new challenges to the IT departments. At the same time, IT departments feel depress to manage a lot of new technologies effectively. This is due to limited resources especially in government sector. Outsourcing application has become a wisely option. Organizations are increasingly dependent on outside expertise to provide and maintain organization data-processing resources (McFarlan and Nolan, 1995).

Coffman (2000) defines back-offices operation vendors as companies that deliver and manage application and computer services from remote data centers to multiple users via the internet. The major service categories dominating the outsourcing market

The contents of  
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